

## **TENANT SATISFACTION MEASURES (TSM)**

### **Approach to Perception TSMs**

Nehemiah used M.E.L. Research (MEL), a specialist market, social and behavioural research and insights consultancy based in Birmingham, to conduct its perception TSM surveys for the year to 31 March 2024.

A phased approach was used to generate reported perception TSMs. MEL conducted three survey waves for the year during July 2023, November 2023, and March 2024.

The Association owns over 1,234 Low-Cost Rental Accommodation (LCRA) and 3 Low-Cost Home Ownership (LCHO) and have opted to report LCRA & LCHO combined TSM results. A further 13 units are managed but not owned. 25 Units of its owned stock are managed externally. 9 units are on long term void therefore unoccupied. The Association therefore had **1214 tenanted LCRA** at the time of this report.

#### **a. a summary of achieved sample size (number of responses)**

A total of 342 survey responses were achieved including 340 LCRA and 2 LCHO.

#### **b. timing of survey**

A phased approach was used to generate perception TSMs. The surveys were carried in three waves in July 2023, November 2023, and March 2024. Each wave lasted approximately two weeks to gain the required response rates.

#### **c. collection method(s)**

MEL have been instructed to use telephone surveys to collect tenant perception survey satisfaction results.

#### **d. sample method**

Registered providers with fewer than 2,500 dwelling units are required to achieve a margin of error at a 95% confidence level i.e. + / - 5%. For Nehemiah this means that a minimum sample size of 295 survey responses need to be attained by MEL each year for its tenant population. To minimise survey fatigue the Association targeted 400 surveys per year (133 surveys per each of the three survey waves, completed July, November, and March each year).

## Sample Size Calculator

### Find Out The Sample Size

This calculator computes the minimum number of necessary samples to meet the desired statistical constraints.

#### Result

Sample size: **293**

This means 293 or more measurements/surveys are needed to have a confidence level of 95% that the real value is within  $\pm 5\%$  of the measured/surveyed value.

Confidence Level: ?	<input type="text" value="95%"/>	▼	
Margin of Error: ?	<input type="text" value="5"/>	%	
Population Proportion: ?	<input type="text" value="50"/>	%	Use 50% if not sure
Population Size: ?	<input type="text" value="1223"/>		Leave blank if unlimited population size.
<b>Calculate</b> ▶		Clear	

MEL Research use a **stratified sampling** technique, where the Nehemiah rented stock is broken down into tenure type, age groupings and local authority groups. This determines the annual target groups that the Business wishes to receive responses from, to ensure that the survey results are representative of its stock types. See annual targets below.

**Table 1 – Stratified Sampling – Nehemiah Target sample - @June 2023**

Stock					Stock		
Row Labels	Bham & Cov	Dudley, Sandwell & Walsall	Wolverhampton	Grand Total	Tenure Type	Count	%
16-44	13%	8%	13%	35%	General Needs	939	78%
45-64	21%	5%	13%	39%	HfOP & Sheltered	272	22%
65+	10%	8%	7%	26%	<b>Grand Total</b>	<b>1211</b>	<b>100%</b>
<b>Grand Total</b>	<b>45%</b>	<b>21%</b>	<b>33%</b>	<b>100%</b>			

  

Annual Targets					Annual Targets		
Row Labels	Bham & Cov	Dudley, Sandwell & Walsall	Wolverhampton	Grand Total	Tenure Type	Count	%
16-44	54	31	54	138	General Needs	310	78%
45-64	86	21	51	158	HfOP & Sheltered	90	22%
65+	41	33	29	104	<b>Grand Total</b>	<b>400</b>	<b>100%</b>
<b>Grand Total</b>	<b>181</b>	<b>86</b>	<b>133</b>	<b>400</b>			

  

Targets per wave					Targets per wave		
Row Labels	Bham & Cov	Dudley, Sandwell & Walsall	Wolverhampton	Grand Total	Tenure Type	Count	%
16-44	18	10	18	46	General Needs	103	78%
45-64	29	7	17	53	HfOP & Sheltered	30	23%
65+	14	11	10	35	<b>Grand Total</b>	<b>133</b>	<b>100%</b>
<b>Grand Total</b>	<b>60</b>	<b>29</b>	<b>44</b>	<b>133</b>			

The number of tenants as at June 2023 was 1,211.

**e. summary of the assessment of representativeness of the sample against the relevant tenant population (including reference to the characteristics against which representativeness has been assessed)**

TP01 Nehemiah	Relevant tenant population (dwelling units % total)		Total survey responses (% total)		Calculated satisfaction score
<b>LCRA</b>	1220	100%	340	100%	77.6%
<b>Check: Housing type</b>					
<b>Sheltered housing</b>	280	23%	76	22%	81.6%
<b>General needs housing</b>	940	77%	264	78%	76.5%

<b>LCHO</b>	3	0%	2	1%	50%
<b>Check: Housing type</b>					
<b>General needs housing</b>	3		2		50%

TP01 Nehemiah	Relevant tenant population (dwelling units % total)		Total survey responses (% total)		Calculated satisfaction score
<b>Combined</b>	1223	100%	342	101%	77.5%
<b>Check: Housing type</b>					
<b>Sheltered housing</b>	280	23%	76	22%	81.6%
<b>General needs housing</b>	943	77%	266	78%	76.3%

**f. any weighting applied to generate the reported perception measures (including a reference to all characteristics used to weight results)**

No weighting applied.

**g. the role of any named external contractor(s) in collecting, generating, or validating the reported perception measures**

MEL Research are contracted by Nehemiah and work closely with the Association to collect tenant perceptions data, generate the scores and report on the results with driver analysis.

**h. the number of tenant households within the relevant population that have not been included in the sample frame due to the exceptional circumstances described in paragraph 63 with a broad rationale for their removal**

N/A

**i. reasons for any failure to meet the required sample size requirements summarised in Table 5**

All sample size requirements were met.

**j. type and amount of any incentives offered to tenants to encourage survey completion**

For each of the 3 survey waves, participating tenants of the TSM survey are entered into a prize draw to win a £50 love2shop voucher.

**k. any other methodological issues likely to have a material impact on the tenant perception measures reported.**

None identified.